

ANIL KUMAR NAIR

Contact No: 971555668143

Email ID: anil_nairin123@yahoo.com



Career Objective

To be in a responsible organization, which is market oriented with opportunity to use my knowledge and experience on my strength, my self-confidence & commitment. Being ambitious and hardworking. I have always strived to achieve the highest and the best. I have the desire to learn more things as per the trend and like to keep myself updated with the continuous trend of the changing scenario in further enhancing my job career in a competitive environment, which can offer me challenging and value in terms of knowledge and status.

Summary of work experience

8 years of experience in Administration.

Majid Al-Futtaim LLC	Period of Work: March 2012 – September 2020.
HDB Financial Services PVT LTD	Period of Work: April 2009 – January 2012.
Pace Setters Business Solutions LTD	Period of Work: June 2007 – April 2009.

Skills & Domain Knowledge

Expertise in team developing, Institutional co-operate, dealing public customers, convincing the customers. Challenges and opportunity to grows, to pursue a career that offers good learning.

Professional Experience

1. Worked with Majid Al-Futtaim LLC. in Dubai as an Portfolio Admin Officer
Period of Work: March 2012 – September 2020.

Profile Handled:-

- To handle escalation cases, to maintain the MIS Report, to resolve the queries of the customer on the urgency basis
- Convince the customer to take Loan on Phone and Balance Transfer.
- Achieve the targets as per given.
- Scheduling SMS & Emailer as per the campaign.
- Daily routine work as of assigning the leads according to branch wise on CRM.
- Cashback queries are handled and preparing memo to the finance department that the customer can get the cashback accordingly.
- Raising a PR & RFP according to the quotation required for the campaign.

2. Worked with HDB Financial Services PVT LTD., as a Sr. Tele Calling Officer
Period of Work: April 2009 –Jan 2012

Profile Handled:-

- To handle escalation cases, to maintain the MIS Report, to resolve the queries of the customers and create urgency for the payments,
- To convince the customers to make payment.
- Crack the cases to achieve the targets.
- To take confirm PTP's which should be converted.
- Follow up should be done on each and every case.

3. Worked with Pace Setters Business Solutions LTD., as a Quality Analyst.
Period of Work: June 2007 – April 2009.

Profile Handled:-

- Barging calls of the team agents and giving feedback to the agents to improve the call.
- Member management, including email reminders, member roaster, and records of financial dues.
- Assist with planning and execution of all events conducted by each department.
- Daily targets of barging the calls. Sending the MIS Repot as per daily, weekly and monthly basis to the superiors accordingly.
- Responsible for updating daily and weekly status report to the department head.
- Support officials and business executives in planning business objectives.

Educational Qualification

Course	Specialization	University / Institute	Year of Passing	Grade
IELTSS	English	NIMT INSTITUTE	2019	5.5 Band
COA	Administration	Blue Ocean Academy	2018	"A"
DCA	Computers	Sigma Management	1997	"A"
H.S.C	Commerce	Mumbai Board	1994	52%
S.S.C	State Syllabus	Mumbai Board	1992	56%

Computer Skills

Packages : MS Office / MS- Dos/ Power Point / Corel Draw 10 /
Pagemaker 6.5/ Photoshop

Operating Systems : DOS / Windows 98-2000.
Dbase III Plus / COBOL / Lotus 123/ LAN / Windows 3.11/
FOXPRO / FOXBASE/ WEB-Designing / Front Page / Home
Page/ C / C+ / Visual Basic.

Others : Internet / Email / Multimedia. Chatting / Surfing & Exploring to
new software. Typing Speed 50 w.p.m.

Personal Details

Father Name : Mr. L. Suresh

Date of Birth : 24th March 1976.

Marital Status : Married.

Language Known : English, Hindi, Malayalam & Marathi.

Contact No : 971555668143

Passport No : L6691407

Visa Status : Visit Visa

Driving License : Valid U.A.E Driving License – Expiry (26/03/2027)

Date:

Place:

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